

Support Process Document

Purpose: Enabling Debug Trace on the iVoice System

Document Revision Control			
Revision	Date	By	Changes
-	07/26/2012	T Reichard	Document Revised

Turning on Debug Trace

To enable debug trace, the iVoice lines must be inactive.


1. From the AS/400 Application, end the iVoice jobs (if they are running):
 - a. Ensure the dispatcher is running. If not, start the dispatcher (iVoice Main Menu #5)
 - b. Go to the unit where debug is to be turned on. End the lines / unit. (iVoice Main Menu #2)
 - c. Go to the line attributes (Work with Lines #6)
 - d. Update the line (Update #2) to set the Debug/Trace flag to Y. (See screen shot below.)

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Work with iVoice unit lines - Update

Unit name:          NH03          Line number:          1

Line description . . . . . : SAMPLE250C
App program name . . . . . : SAMPLE250C
  Library . . . . . : IVS
Job description . . . . . : IVSJOB
  Library . . . . . : IVS
Line enabled . . . . . : Y (Y/N)
TTS enabled . . . . . : Y (Y/N)
TTS numerics . . . . . : Y (Y/N)
TTS gender . . . . . : M (M/F)
ASR enabled . . . . . : Y (Y/N)
Language . . . . . : ENGLISH
Clear DTMF . . . . . : Y (Y/N)
Monitor loop current . . . : Y (Y/N)
Log calls . . . . . : N (Y/N)
Debug trace . . . . . : Y (Y/N)
  
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Set Flag to 'Y' on line being tested or all lines.

2. From the iVoice Controller, use Windows explorer to delete any previous debug trace information.
 - a. Go to Start – Programs – Accessories – Windows Explorer
 - b. Navigate to the folder: C:\Program Files\iMessaging Systems Inc\iVoice System\DebugTrace
 - c. Delete all files in the folder – but do not delete the folder itself.
3. From the AS/400 Application, start the iVoice jobs:
 - a. Start the unit / lines (iVoice Main Menu #6)

Debug / Trace Files

Monitor the system. When a caller reports a problem, please note the approximate date and time of the problem. Send this information to us with the debug files via email for our review.

Send the debug files to iMessaging Systems via email (support@imessagingsystems.com).

The debug files are located on the C: drive of the iVoice PC Controller under the file directory:

C:\Program Files\iMessaging Systems Inc\iVoice System\DebugTrace

Send all the files in this directory to us (a debug file is created for each line). You can zip up the files to make the email attachment smaller / easier.

Deleting Debug Trace log files

To delete debug trace files, the iVoice line(s) must be inactive. You may deactivate one line at a time or all lines when deleting the debug trace logs.

1. From the AS/400 Application:
 - a. Ensure the dispatcher is running. If not, start the dispatcher (iVoice Main Menu #5)
 - b. Go to the unit where debug is to be turned on. End the line or unit. (iVoice Main Menu #2)
2. On the iVoice Controller go to the folder where the debug trace files are being saved. By default, the folder location is here: C:\Program Files\iMessaging Systems Inc\iVoice System\DebugTrace
3. Delete the debug trace file associated with the line you stopped or delete all files if you stopped the Unit.
 - a. The other option is to move the file(s) to a new folder on the controller to be referenced later.
4. Restart the line that was stopped and select the next line to be stopped. Continue this process for all lines with associated debug trace logs or restart the unit.